

# GIFT SHOP LEAD

January 2024



## Term:

May 12, 2024 – September 30, 2024 – Full time hours  
Possibility of casual hours past October 1, 2024 if agreed.

The position is a rotational 7 day a week position and will include weekends.

## Goals:

To oversee the operation of the Peace Garden Gift Shop in the Conservatory. The Peace Garden Gift Shop provides not only the sales of International Peace Garden merchandise but other unique and fun items.

## Summary:

The position will serve as the Lead in the Gift Shop. The Gift Shop Lead of the International Peace Garden is hired by the IPG Visitor Services Manager in consultation with the Finance Manager. This position reports to the Visitor Services Manager.

## Responsibilities:

- 1) Assist with the hiring of Gift Shop Staff, oversees the scheduling, training and performance of Gift Shop Staff, balance and reconcile daily gift shop funds and spreadsheets.
- 2) Oversee and coordinate positive and outgoing customer service, the day-to-day activities of the staff engaged in routine stock management, ensure merchandising inventory control and other related activities for a small gift shop are followed.
- 3) Ensure the data entry into the POS database is accurate and up to date and will pull required reports when requested.
- 4) Monitor sales, resolve discrepancies, monitor and coordinate merchandise purchases, returns, ensure packing slips and invoices are accurate
- 5) In coordination with the Visitor Services Manager participated in the development of on-floor sales promotion strategies.
- 6) Perform a physical season-end inventory count and compares it with the database for accounting purposes.
- 7) Other miscellaneous duties as assigned.

## Qualifications:

- 1) Previous experience in a retail setting, preferably including supervisory experience
- 2) Knowledge of customer service standards and procedures
- 3) Knowledge of cash management principles and/or procedures
- 4) Ability to communicate effectively, both orally and in writing.
- 5) Ability to analyze and problem solve
- 6) Knowledge of retail stock management and control principles and procedures
- 7) Ability to supervise and train employees, to include organizing, prioritizing and scheduling
- 8) Knowledge of retail floor sales techniques, sales promotions and visual merchandising techniques
- 9) Ability to utilize an on-line POS system and debit/credit machines
- 10) Ability to foster a cooperative work environment

## Working Conditions and Physical Effort

- 1) Moderate physical activity. Requires handling of average weight objects up to 25 pounds. Ability to stand and/or walk for more than four (4) hours per day
- 2) No to very limited exposure to physical risk
- 3) Work is normally performed in a typical interior/office work environment

## Supervises:

Gift Shop Attendants

## Reports to:

Visitor Services Manager